Recast

Recast Components

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Recast Customer Portal

Cloud-hosted application where Enterprise customers can:
- Download Recast products, components, and licenses
- Submit, monitor, and respond to support tickets
- Add and remove users from their Recast account
- Access customer-only knowledge base articles

Located at https://customerportal.recastsoftware.com.

For details, see Recast Customer Portal Overview.

Recast Community Portal

Cloud-hosted application where Community users can download the Community Edition of Right Click Tools.

Located at https://portal.recastsoftware.com.

Recast Management Server (RMS)

For organizations with on-premises infrastructure, this is the central hub for managing and monitoring the Right Click Tools suite. Installed on a customer's server, the Recast Management Server uses an on-premises SQL database to house settings, configurations, and logs. RMS relies on connections to Microsoft services such as Configuration Manager (MECM), Active Directory (AD), and Entra ID (formerly Azure AD).

This Recast component is used with Right Click Tools, Insights, Privileged Access, and Patching.

To learn more, see About Recast Management Server.

Console Extension

Installed as a plugin to Microsoft Configuration Manager, or accessed via the Right Click Tools for Intune browser extension, the Console Extension integrates dashboards, reports, and context-specific tools into your environment.

This Recast component is used with Right Click Tools and to display sample Insights reports in Configuration Manager.

Browser Extension

The Right Click Tools for Intune browser extension component is used with the Enterprise and Community editions of Right Click Tools to provide access to Recast actions within the Microsoft Intune Admin Center.

To learn more, see our browser extension installation guides for Right Click Tools Enterprise and Community.

Recast Proxy

Installed on a customer's server, Recast Proxy is a Windows service that is installed as part of Recast Management Server. It allows RMS to initiate actions that require a service account, making it a key component for scheduled tasks, limiting rules, and service connections.

This Recast component is used with Right Click Tools, Insights, Privileged Access, and Patching.

To learn more, see Recast Proxy.

Recast Agent

A Windows service that runs as the local system. Agents are designed to be installed on every device in a customer's organization.

This Recast component is used with Right Click Tools, Insights, and Privileged Access.

To learn more, see Recast Agents.

Recast Agent Gateway

An on-premises component that connects Recast Management Server to Recast Agents. Internet-connected devices with Recast Agent that are not on the customer's local network can connect to Agent Gateway. An Agent Gateway is automatically deployed and authorized when you install Recast Management Server.

This Recast component is used with Right Click Tools, Insights, and Privileged Access.

To learn more, see Agent Gateways.

Warranty API

Cloud-hosted application that provides warranty information for devices.

This Recast component is used with Insights.